

WHAT IS CLAIMED IS:

1. A communication system for communicating business information from a first business to a second business, the system comprising:
 - an instant messaging component configured to receive, as an instant message, a business information access request from the second business and generate an output based on the business information access request;
 - a data store storing business information corresponding to the business information access request; and
 - a data store accessing system accessing the data store based on the output from the instant messaging component.
2. The communication system of claim 1 wherein the instant messaging component is configured to generate, as an instant message, a response to the business information access request.
3. The communication system of claim 2 wherein the business information access request is a data inquiry requesting data from the data store related to a business transaction, and wherein the data store accessing system is configured to access the data store by executing a query against the data store to retrieve responsive information responsive to the inquiry.

4. The communication system of claim 2 wherein the business information access request is a status request requesting status of a business transaction, and wherein the data store accessing system is configured to access the data store by executing a query against the data store to retrieve status information responsive to the status request.

5. The communication system of claim 4 wherein the instant messaging component is configured to generate the response as a status response based on the status information.

6. The communication system of claim 2 wherein the business information access request is a data update request, and wherein the data store accessing system is configured to access the data store by updating the data store based on the data update request.

7. The communication system of claim 6 wherein the data update request is a quote-to-order request, requesting that information in the data store indicative of a quote be updated to be indicative of an order.

8. The communication system of claim 2 and further comprising:

an alternate response channel, other than
instant messaging, wherein the instant
messaging component is configured to

generate a response using the alternate response channel.

9. A system for communicating with a remote business, comprising:

a user interface component configured to display an indication of the remote business and a plurality of features corresponding to the remote business and receive a user input indicative of a selected feature corresponding to the business information request; and

an instant messaging component, coupled to the user interface component, configured to receive an indication of the business information request, generate the business information request as an instant message, and transmit the instant message to the remote business.

10. The system of claim 9 wherein the user interface component is configured to display one of the plurality of features as a business transaction status inquiry.

11. The system of claim 9 wherein the user interface component is configured to display one of the plurality of features as a data manipulation feature for manipulating business data at the remote business.

12. The system of claim 11 wherein the data manipulation feature comprises a quote-to-order feature for converting a quote to an order.

13. The system of claim 9 wherein the instant messaging component is configured to receive a response instant message from the remote business, responsive to the business information request.

14. The system of claim 13 wherein the user interface component is configured to display the response instant message.

15. A computer implemented method in a first business of communicating with a second business, comprising:

- receiving an instant message indicative of a data access operation requested by the second business;
- generating a data store access operation request based on the instant message received; and
- performing the data access operation on a business data store at the first business that stores business data related to the second business.

16. The method of claim 15 and further comprising:

sending an instant message to the second
business indicative of performance of the
data access operation.

17. The method of claim 15 wherein the data access
operation comprises an information request and
wherein generating a data access operation request
comprises:

generating a data store query based on the
information request.

18. The method of claim 17 wherein performing the
data access operation comprises:

executing the data store query against the
business data store.

19. The method of claim 15 wherein the data access
operation comprises a status inquiry requesting
status of a business transaction, and wherein
generating a data access operation request comprises:

generating a data store query based on the
status inquiry.

20. The method of claim 15 wherein the data access
operation comprises a data update operation to update
data in the business data store, and wherein
generating a data access operation request comprises:

generating a data store update request based on
the data update operation.

21. The method of claim 20 wherein performing the data access operation comprises:
executing the data store update request against
the business data store.
22. The method of claim 16 and further comprising:
sending a responsive communication to the second
business through an alternate communication
channel.